

For providers who are receiving billing denials for group home residential (for procedure code H2022, error message 309), this is related to the absence of tier assignment in VAMMIS for some individuals please note:

DBHDS Waiver Management staff members are in the process of wrapping up the manual entry of tiers into VAMMIS. All current available tiers are anticipated to be completed the week of September 19th.

As indicated, the VAMMIS entry is a manual process performed by DBHDS and we will issue updates as to the number entered in VAMMIS this Friday, 9/16, next Tuesday, 9/20, and a final update when all current tiers have been entered if that is later than next Tuesday. Notification will be made through the provider listserv and posted on the My Life, My Community portion of the DBHDS website.

When the final update is provided, DBHDS will provide information for a designated person at DBHDS that may be contacted directly to rectify the issues related to missing tiers. If the individual has had a SIS®, the appropriate tier consistent with the current SIS® score will be entered. If the person has not had a SIS®, a temporary entry of Tier 2 will be made until such time as the individual receives the SIS® and his/her tier is assigned.

If you elect to bill before you receive notification that *all current tiers have been entered*, you may receive the error message noted above. In this event, if you choose to make contact with the WaMS Help Desk, DBHDS staff or DMAS Help Desk, the problem will not be able to be resolved until the tier is entered through the above process.

Again, after notification that all current levels and tiers are entered, if a claim is submitted and denied it would be appropriate to contact DBHDS for assistance related to the error message for missing tier.

We appreciate your patience as we transition to a new system and to assure you that staff are entering the tiers as quickly as possible.